

**Notice of References Cited**Application/Control No.  
09/669,486Applicant(s)/Patent Under  
Reexamination  
FLOCKHART ET AL.Examiner  
M KemperArt Unit  
3622

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6064730	05-2000	Ginsberg	379/265
	B	US-6597685	07-2003	Miloslavsky et al.	370/352
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	No Author, "When Talk Isn't Cheap" Sm@rt Reseller, v. 3, n. 13, p. 50, 4/3/2000
	V	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire 11/15/99
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	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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